

## Chapter 9 “Identifying Client Business Problems and Requirements” Homework

1. Why are not all business plans implemented?

- Costs
- Lack of perceived value or benefit
- Insufficient information
- Unattainable time lines

2. What are the two key areas of focus?

- There must be an increased focus on business flexibility.
- IT environments to support the On Demand Business capability must be simpler and more manageable.

3. Describe technology infrastructure.

Technology infrastructure is an evolutionary approach whereby existing technologies deployed today within client environments can be used to extract immediate value and benefits to the business.

4. How can you understand a client's business strategy?

You should observe the organization and determine how it operates, who holds the purse strings, how things are supposed to work, and how things actually do work. Determine the business strategy and become a logical member of their organization. You can also look at public sources of information to see how the company views itself and what their business goals are.